



THE OFFICIAL WEBSITE OF THE UNITED STATES NAVY JAG

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Code 15 Packets & Forms

Packets:

✕ Claims for loss of or damage to Household Goods and unaccompanied baggage shipped or stored at government expense. [view](#)

- Claims for privately owned vehicle shipped or stored at government expense. [view](#)

- Claims for property loss due to fire, flood, theft, vandalism and other personal property losses. [view](#)

Forms:

If you are filing one of the claims addressed in one of the above packets, the appropriate forms are already included in the packet. These are additional forms for anyone who may need just the form. If you are filing one of the claims addressed above, it is highly recommended that you review the above packet for filing your claim.

- **DD Form 1842:**

Claim for Loss of or Damage to Personal Property Incident to Service. This is the required form used for filing your claim against the government for damage to personal property. Blocks 1 through 19 in Section I must be completed prior to submitting your claim.

- **DD Form 1844:**

List of Property and Claims Analysis Chart. This form is used to list each specific item you are claiming and indicate specific amounts claimed to repair or replace your property.

- **SF 95:**

Army Claims Office Stuttgart
DSN 421-4597
Com. 0711-729-4597

From: Commanding Officer, Naval Legal Service Office Europe and Southwest Asia

Subj: CHANGES IN CLAIMS PROCESSING

1. As of 1 April 2006, NLSO Europe and Southwest Asia will no longer adjudicate claims for loss of or damage to personal property. All claims for household goods or POV shipments delivered to the following locations, and claims for losses that occur in the following locations, are now processed by the new Personnel Claims Unit (PCU), Norfolk, Virginia:

Africa, Europe, Ireland, United Kingdom, Indian Ocean (West of 60° longitude), Mediterranean Sea, and Eurasia.

2. You should mail your claim to:

**Personnel Claims Unit Norfolk
9053 First Street, Suite 102
Norfolk, VA 23511-3605**

Alternatively, you may fax your claim to 1-866-782-7297. If you have questions, you can contact the PCU Claims Help Line at 1-888-897-8217. The PCU Claims Help Line is available to take your calls from 7:30 am to 7:00 pm, Eastern Standard Time, Monday through Friday, except for Federal holidays. Please be sure to have any claims information with you and available when you call as that will assist them in helping you.

3. There will be no delay at the PCU in processing your claim if you have provided the information requested and filled in the appropriate forms. The PCU examiners may have a question about your claim. Be sure to keep the PCU informed of any change of your phone number, address or email address.

4. Emergency advance payments can be made when you have suffered a catastrophic loss, such as a fire, or have had essential household goods, such as beds or refrigerators, lost or destroyed. To request an emergency advance payment, contact the PCU Claims Help Line, 1-888-897-8217. In order to make an emergency advance payment, a claim must be filed. The representative on the Help Line will provide you instructions for filing for the emergency advance payment and getting the payment from the Defense Finance and Accounting System (DFAS).

5. The Navy remains committed to processing your claim quickly and professionally. Your attention in providing a complete claim will help us meet that goal.

FREQUENTLY ASKED QUESTIONS

1 Where can I get my claims package?

You can get a claims package from a variety of sources. For loss/damage to household goods or private vehicles that occurs during shipment, you will still be able to get a claims package from the Personal Property Office. For all types of claims, you can get a claims package from any Naval Legal Service Office or Staff Judge Advocate's office. There are on-line sources for claims packages. You can find claims packages at these websites:

- a Navy's Judge Advocate General's Corps, www.jag.navy.mil. Select the "Claims" link on the main page.
- b. Navy Knowledge On-Line (NKO), www.nko.navy.mil. The forms can be reached through your "My Legal Affairs" personal development page under the Personal Development tab visible when you sign on to NKO. Family members who are registered in DEERS (Defense Enrollment Eligibility Reporting System) are eligible to sign onto and use NKO. You can also find the claims packages in NKO by going to the "Quicklinks" heading on your NKO home page, select "C" and then select the "Claims" link in the opened selection box.
- c. Navy OneSource, www.navyonesource.com. Select the "Legal" link under the "How may we help you?" heading when you enter Navy OneSource On-Line. To sign into Navy OneSource, you can use the universal account ID for authorized users: User ID: NAVY and Password: SAILOR.

When selecting a claims package on-line, be sure to select the appropriate package for type of claim you wish to file as the requirements may be different for different types of claims.

2. Where will I file my claim?

You will file your claim with the PCA Claims Unit Norfolk:

PCA Claims Unit Norfolk
9053 First Street, Suite 102
Norfolk, VA 23511-3605

Or you can FAX your completed claim to 1-866-782-7297. Make sure that you have completed all forms, including signatures, and provided the information requested in the claims package before sending, faxing or scanning and emailing your claim.

3. What if I have questions about how to file a claim?

Your claims package should answer any questions you may have. However, if you still have questions, you can contact the Norfolk Claims Help Line at 1-888-897-8217. The Norfolk Claims Help Line is available to take your calls from 7:30 am to 7:00 pm, Eastern Standard Time, Monday through Friday, except for Federal holidays. Please be sure to have your claims package with you and available when you call as that will assist them in helping you. Your local Naval Legal Service Office is also available to provide assistance in completing the claims forms.

4. Will the new process delay processing of my claim?

No. Your claims package contains a check-off list of items the Claims Units will need to process your claim expeditiously. If you have provided the information requested and filled in the appropriate forms there should be no delay in processing your claim. Our examiners may have a question about your claim so be sure to provide a phone number or email address where you can be reached during the day.

5. What if I need an emergency advance payment?

Emergency advance payments can be made when you have suffered a catastrophic loss, such as a fire, or have had essential household goods, such as beds or refrigerators, lost or destroyed. To request an emergency advance payment, contact the office where you would file your claim, Norfolk Claims Help Line, 1-866-782-7297. In order to make an emergency advance payment, a claim must be filed. The representative on the Help Line will provide you instructions for filing for the emergency advance payment and getting the payment from the Defense Finance and Accounting System (DFAS).

CLAIMS PACKET

A GUIDE FOR CLAIMS FOR LOSSES OF OR DAMAGE TO HOUSEHOLD GOODS AND UNACCOMPANIED BAGGAGE SHIPPED OR STORED AT GOVERNMENT EXPENSE

FILING INSTRUCTIONS

TWO DEADLINES YOU CANNOT AFFORD TO MISS

1. **70 DAYS FROM DELIVERY:** You must deliver the DD Form 1840/1840R (Notice of Loss or Damage) to your local Personal Property Office or if mailed, it must be received by the Personal Property Office within 70 days of delivery of your household goods or your claim will be reduced or denied. At the time of delivery, you should have been provided with three copies of the DD Form 1840 (Joint Statement of Loss or Damage at Delivery) on which you noted any obvious damage or missing items and signed the form. On the reverse side of the DD Form 1840 is the DD Form 1840R. The Government will dispatch the form to the responsible commercial carrier. As agreed upon between the commercial carrier industry and the Armed Services, loss of or damage to household goods discovered and reported by the member more than 70 calendar days after delivery will be presumed not to have occurred while the goods were in possession of the carrier. The money the Government could have recovered from the commercial carrier must be deducted from the amount payable on your claim. This is why your failure to provide timely notice can result in a reduction of the amount payable to you or the denial of your claim.

2. **TWO YEARS FROM DATE OF DELIVERY:** Federal law requires that you deliver your claim packet within two years after it accrues. For household goods shipments, the claim accrues on the date of delivery. This requirement is statutory.

ADDITIONAL INFORMATION

1. Taking the time to correctly complete the attached claims package and provide the Government with the evidence it needs to pay you and recover those funds from the responsible carrier will ensure a quick response to your claim.

2. If you need copies of forms referred to in this package, please make them yourself before you file your claim. The claims office does not have a copy machine available for public use.

IT'S YOUR CLAIM

1 GENERAL.

These instructions are designed to answer your questions regarding who can file, where to file and how to file a claim with the government for damage or loss sustained to your household goods (HHG) or unaccompanied baggage (UB) shipped or stored at government expense. Each HHG or UB shipment is a separate carrier action, so you must file a separate claim for each. **Reading these instructions carefully and answering all questions will ensure the most expeditious processing of your claim.** Not completing the forms properly or not providing all required documents and substantiation will result in delay or even denial of your claim. **Keep copies of all documents submitted.**

Remember, it's your claim. You, the claimant, are in the best position to provide the specific information necessary for a successful claim.

2. WHO MAY FILE A CLAIM?

a. Proper Claimant. The Military Personnel and Civilian Employees' Act (PCA) covers all active duty members and reservists on active duty for training under federal law whether commissioned, enrolled, appointed, or enlisted. The PCA also applies to Department of the Navy (DON) Federal employees. Reservists or retired members may only claim for moving damages under the PCA if loss or damage occurred in connection with the their movement or storage of their personal property under orders.

b. Power of Attorney. A legal representative who has been designated as such by a power of attorney (POA) may file a PCA claim on behalf of the claimant. All claims-related forms must be filled out in the proper claimant's name. The agent signs the forms: "John Claimant, by Jane Agent, attorney-in-fact." Payment will be made to the claimant's account, not to his or her agent unless the POA specifically authorizes the agent to both file the claim and receive payment. If an agent is filing a claim on your behalf, the agent must include a copy of his or her power of attorney in the claim package. The designation of an agent to release and/or take delivery of a shipment is not a valid power of attorney for claims purposes. The agent must have either a General Power of Attorney granting the agent the power to do whatever the claimant could do, or a Specific Power of Attorney granting the agent the authority to file and settle the claim. Many Navy Legal Service Offices (NLSOs) provide power of attorney assistance on a walk-in basis. The prospective claimant must be present to grant a power of attorney. Remember, the power of attorney must be effective on the date the claim is submitted.

3. WHAT FORMS WILL I NEED TO FILE?

The two forms for use in filing your PCA claim are the **DD Form 1842, *Claim for Loss of or Damage to Personal Property Incident to Service***, and the **DD Form 1844, *List of Property and Claims Analysis Chart***. Copies of the forms are attached to this packet. You may also get claims packages from any Personal Property Office (PPO), NLSO or Staff Judge Advocate's Office. If you are assigned to another service's installation, you can get forms from their claims office but use only this Navy claim package for information and guidance on completing your claim. Forms, and this package, can be found on-line through the Navy's Office of the Judge Advocate General website, www.jag.navy.mil (by selecting "Claims" on the screen) or the Navy Knowledge Online website, www.nko.navy.mil (by going into your "Personal Development" page in NKO and selecting the claims page in your "Personal Legal Affairs" portal). When preparing your claim, please read and follow the attached "Filling out the DD Form 1842 (HHG)," "Filling out the DD Form 1844 (HHG)" instruction sheets and the attached check-off list. Make sure that you completely fill in the information required on each form and on the check-off list and attach all supporting documentation listed on the check-off list before you file your claim.

4. WHAT ARE MY TIME LIMITS?

a. **DD Forms 1842 and 1844.** The claim must be filed no later than **two years** from the date of delivery of your HHG or UB. That means that a claims office must **receive** your claims package by that date. **This is a strict, statutory requirement that cannot be waived.**

b. **DD Form 1840/1840R.** **Notice of Loss or Damage (DD Form 1840/1840R)** for your HHG or UB shipment must be turned in to the **Personal Property Office (PPO)** no later than **70 days** from the date of delivery. **This requirement is completely separate from the two-year statute of limitations deadline.** The DD Form 1840/1840R is the two-sided form (usually pink) provided by the movers when they deliver your goods. **IT IS NOT A CLAIM.** On this form, list all missing and damaged items as the movers unload your household goods. The moving agent will sign the front of the form before they leave your residence and take the original with them leaving the copies with you. **Any damages discovered after the movers leave your residence must be annotated on the reverse side of the pink form, the DD Form 1840R.** In order to complete this part of the form, remove the carbon paper, turn it over and list all additional damages or losses. List all damaged items by inventory number, name and description of the item, and a specific description of the damage. List all missing items by inventory number, name and description of the item, and annotate "missing."

c. If you are working on or with another service's installation, you may be required to turn in your DD Form 1840R to that installation's claims office. The claims office is normally located with the installation's Staff Judge Advocate's office. If you are not provided a copy of the dispatched DD Form 1840R, request one.

d. **DO NOT WAIT TO TURN IN THE DD FORM 1840/1840R!** Turn in the DD Form 1840/1840R to the Personal Property Office by the 70th day. You do not have to have your entire claims package completed to turn in this form. Failure to submit the 1840/1840R within 70 days precludes the government from seeking reimbursement from the carrier who damaged or lost your property. Any amount the government is unable to collect from the carrier due to your failure to turn this form in, providing proper notice, must be deducted from your award. This could result in no payment on your claim.

5. WHERE DO I FILE?

a. With the Navy. Claims should be filed with the appropriate office listed below:

If your HHGs were shipped to:

File your claim with

1. All areas except those specifically listed below to be filed with the Personnel Claims Unit Pearl Harbor.

Personnel Claims Unit Norfolk
9053 First Street Suite 102
Norfolk, VA 23511-3605
(888) 897-8217/Fax (866) 782-7297
DSN 564-3310/FAX DSN 564-3337

2. Hawaii, Antarctica, Arctic, Australia, Guam
Japan, Indian Ocean east of 60°E longitude,
Pacific Ocean

Personnel Claims Unit Pearl Harbor
850 Willamette Street
Pearl Harbor, HI 96860-5109
(808) 473-5982, ext. 316/314
DSN 473-5982, ext. 316/314
FAX (808) 473-0630/DSN FAX 473-0630

Be sure that your claim is completed, as described in this package, and signed before filing your claim. If you are e-mailing the claim, remember to sign the DD Form 1842 before scanning your documents. Please make sure that if you are e-mailing your claim that all scanned documents are legible and in one of the following formats: ADOBE PDF, JPG File, TIFF Document, GIF File, or Bitmap Image. Claims examiners will then adjudicate your completed claim. They determine the amount of compensation you are entitled to receive based on the information you provide. You will be provided a written response explaining the adjudication of your claim.

b. Insurance Company. You **DO NOT HAVE TO FILE** with your private insurance company **IF** your claim is for loss/ damage to your personal property **while it was being shipped or stored at government expense.** However, you may want to consider the following issues when deciding whether or not to file with your private insurance company:

(1) Your private insurance company will most likely pay you the full replacement value (i.e. new-for-old) for lost or missing items rather than the fair market value (depreciated replacement cost) the government is authorized to pay.

(2) The Government has limits on both the total amount it can pay and on how much it can pay for certain types of property.

(3) Some insurance companies will consider the number of claims you have filed in a certain time period when deciding whether to renew a policy or to issue you a new policy.

(4) Your private insurance may pay you for items for which the government cannot pay. For example, if you forgot to take the ink pen out of your pants pocket and it caused the clothing in a box to be stained by ink, the government could not pay for the loss. If you have any questions about whether or not to file with your insurance company, you need to discuss your concerns with the company. Claims personnel are not authorized to counsel you regarding private insurance coverage.

c. Directly with Carrier. If you have purchased full-replacement protection for your move through the PPO from the carrier, you must first attempt to settle your claim with the carrier. You must file that claim within 9 months of the date of delivery in order to retain the full replacement coverage. The carrier will make the determination on whether to repair or replace the item. If you are unable to settle with the carrier within thirty days of filing with the carrier, or if you are close to the government's two-year limit on filing a claim, you can file your claim with the government as well. **Do not miss the two-year statute of limitations for filing your claim with the Government!**

6. HOW DO I GET PAID?

If an award is authorized, a pay voucher will be sent to the Defense Finance and Accounting Service (DFAS). DFAS will electronically deposit the amount awarded directly into your pay account. If you do not have a DFAS pay account (i.e., you are no longer in the military or work for any Department of Defense agency), you will need to fill out the attached Electronic Funds Transfer (EFT) Data sheet. If you are a nonappropriated fund (NAF) employee, your claim will be submitted to your activity for payment from NAF funds.

7. DAMAGE INSPECTION

Carrier Inspections. The carrier has the right to conduct an inspection of the damaged items you reported on your DD Form 1840/1840R or on your claim forms. The carrier must exercise this right of inspection within 45 calendar days of delivery or 45 days from the date of dispatch of the DD Form 1840R, whichever is later. You are required to cooperate with the carrier in making appropriate, reasonable arrangements for this inspection. Failure to cooperate may preclude the government from seeking reimbursement from the carrier for the damaged items. Any amount the government is

unable to collect from the carrier due to your failure to cooperate with the carrier must be deducted from your award. If you are having problems with the carrier, you can contact the local PPO or the appropriate claims office listed above.

8. DISCARDING ITEMS AND SALVAGE

Do not discard any items before settlement of the claim and the expiration of the carrier's inspection period, at least 90 days from the date of settlement of your claim. The carrier will have the right to take possession of any damaged item for which you have been paid the fair market value instead of repairs. Normally, the carrier will take possession of those items at your residence or other location acceptable to you and the carrier. You must retain those items for a minimum of 90 calendar days after your receipt of notice of settlement of your claim. If you have not heard from the carrier or the claims examiner during those 90 days, you can dispose of the items. Items that would be hazardous to your health and safety, such as broken glassware or mirrors and spoiled foodstuffs, may be discarded earlier. You must, however, retain any antiques, figurines, or crystal with a single item value of \$50 or more.

9. ADDITIONAL INFORMATION

Your claim will be processed quickly if it is completed in accordance with these instructions. We suggest that you prepare your claim as soon as possible after delivery, while the information is fresh in your mind. **A checklist is provided in this package to assist you in completing your claim. Compliance with this checklist will help to expedite your claim, and noncompliance will delay processing.**

PCA CHECK-OFF LIST FOR SHIPMENT LOSS OR DAMAGE TO PERSONAL PROPERTY

I understand that my claim must contain the following information and documentation. I have included one copy of each document and I have kept a copy of each document for my own records. My initials on each line mean I have included a copy of the requested document in this file. I MUST BE SURE THE CLAIMS OFFICE RECEIVES MY CLAIM WITHIN TWO YEARS FROM THE DATE OF DELIVERY OF MY HOUSEHOLD GOODS OR UNACCOMPANIED BAGGAGE. I UNDERSTAND THAT SIMPLY MAILING THE CLAIM WITHIN THE TWO YEARS IS INSUFFICIENT; THE CLAIMS OFFICE MUST RECEIVE THE CLAIM WITHIN TWO YEARS. THE DD FORM 1840/R I SUBMITTED IS NOT MY CLAIM, BUT IS FOR NOTIFICATION OF LOSS TO THE CARRIER ONLY.

1 This checklist

2. DD Form 1842, Claim for Loss of or Damage to Personal Property Incident to Service. I have completed every section of the 1842, including Block 9, Amount Claimed, Block 10, Circumstance of Loss or Damage, and Block 17, Signature.

3. I have private insurance (such as homeowner's or renter's insurance). For claims for loss or damage to property being shipped or stored at government expense, I understand that I **do not** have to file with my insurance company but that the amount paid by the Navy may be less than what I may be entitled to under my insurance policy. I have included a copy of the Declaration Page of my policy and any correspondence from my insurance company.

4. If I have authorized someone else to file my claim or to receive payment, I have included a POWER OF ATTORNEY. (A SIGNED STATEMENT IS NOT SUFFICIENT).

5. DD Form 1844, List of Property and Claims Analysis Chart. I have completed each section of the DD Form 1844 including all applicable information in Blocks 1 through 4. I have provided detailed descriptions of damage to each item claimed (if article is missing, indicate "missing" in description of damage), original cost, month and year of purchase, repair cost or replacement cost, and inventory number (Blocks 5-11).

6. One repair estimate or if the item is missing or destroyed, a replacement cost estimate for any and all articles over \$100.00. If the cost of the estimate will be over \$75, I will contact the PCU before I obligate myself to pay that estimate fee.

a. REPLACEMENT COST. I have verified a claimed replacement cost of \$100.00 or more by clippings from catalogs, newspaper advertisements, etc., which show pictures and prices of identical

or comparable items or written quotes from a firm which sells identical or comparable items.

b. **REPAIR COST.** If I am claiming the cost to repair an item exceeds \$100.00, I have provided an estimate from a firm that is in the business of repairing such items (e.g., washer/dryer from an appliance repair firm, furniture from a furniture repair or re-upholstery shop). If the item is damaged beyond economical repair, the estimate must state this and I have submitted evidence to prove the replacement price of the item as described above. **The estimate clearly states the specific area on the item and damages to the item that are being repaired. An estimate that simply shows "repair" or "refinish" is not acceptable.**

c. **Electrical/Electronic Items.** For each electrical/electronic item (such as TV's, stereos, computers, refrigerators, etc.) with a value over \$100 and I am claiming a repair cost over \$100.00, I submitted one of the attached electrical/electronic repair forms completed by a person in the business of repairing such items. (You can copy the form or get extra forms from the PPO.) For each damaged electronic item with no external damage noted, I have included a detailed statement concerning the working condition of this item prior to my move with specific information on:

- 1) who used the item last and when;
- 2) that the item worked properly at that time;
- 3) that no one moved the item after the last use and before the packers moved it;
- 4) whether there was visible damage to the item or the box it was shipped in; and
- 5) whether there was rough handling witnessed by me either at where my goods were packed and picked up or at where they were delivered.

d. **Re-upholstery.** The estimate must state that:

- 1) the materials used are of comparable quality to the original material;
- 2) patching, reweaving, using material from a different part of the item or any less expensive method of repair is not possible; and
- 3) must list cost of material and labor separately.

e. **PHOTOGRAPHS.** If I have pictures of visible damages to the items being claimed, I have included them with my claim. I placed the item's line number, from the DD Form 1844, on the picture. I understand I will not be reimbursed for the cost of the pictures.

ALL ESTIMATES MUST BE IN ENGLISH OR HAVE AN ENGLISH TRANSLATION ATTACHED.

7. _____ I understand the claims examiner may require additional repair estimates or proof of replacement costs for any item listed on the DD Form 1844 while in the process of adjudicating the claim or if the repair or replacement cost submitted is excessive for average repairs or replacement of like items in the area.

8. _____ A legible copy of the DD Form 1840/1840R (pink sheet) I turned into the PPO or other service's claims office.

9. _____ All inventory sheets received from the carrier.

10. _____ Government Bill of Lading.

11. _____ PCS Orders and Amendments.

12. _____ I have completed the Electronic Fund Transfer (EFT) Data sheet. (Only necessary if you do not have a current pay account through the Defense Finance and Accounting Service [DFAS], such as personnel who have left military service without retiring)

13. _____ I understand that the carrier has salvage rights to any damaged or destroyed item for which I have been paid fair market value and that my failure to retain the item for the carrier or reasonably cooperate with the carrier to retrieve those items will result in reduction in the amount paid to me. I will not dispose of any damaged or destroyed items until 90 days after settlement of my claim, except items that are a safety or health hazard such as spoiled foodstuffs or broken glass. I will not, however, dispose of any figurines, antiques or crystal with a value in excess of \$50.00 until 90 days after settlement of my claim. If I have not heard from the carrier or the claims examiner within 90 days from the date my claim is settled, I may dispose of the items.

If any information is missing, my claim will be adjudicated with the information provided and may result in items being paid for lesser amounts than claimed or denied for failure to substantiate the claim.

(CLAIMANT SIGNATURE)

(Date)

(CLAIMANT EMAIL)

ELECTRICAL/ELECTRONIC REPAIR FORM

Date _____

To the Estimator:

We must determine if damage to an item is transit-related as a result of mishandling during shipment. Further, it should also be considered in your assessment, if the damage is a manufacturer's defect or the result of normal wear and tear by age. Please complete this form to document your evaluation, or attach your firm/company documentation as appropriate, as long as the same type of information is provided.

Firm Name & Address: _____

Firm Telephone Number: _____

Firm Contact Representative: _____

ITEM ESTIMATED: _____

(Include Make/Model/Description) Estimated Age:

1. There (was) (was not) external damage to the item.

2. I (was) (was not) able to determine the cause of the damage. To the best of my knowledge, have determined the nature and extent of damage as follows:

3. I summarize the cost of repairs as follows:

(parts) _____ \$ _____
(parts) _____ \$ _____
(parts) _____ \$ _____
(parts) _____ \$ _____
(labor) _____ \$ _____

Totals: Parts/Labor: \$ _____ Overall Total: _____
Tax: \$ _____

4. I (have) (have not) determined that the item damaged as described above (is) (is not) beyond economical repair. I estimate a similar or comparable replacement item to be valued at
\$ _____

**PERSONAL PROPERTY CLAIMS SETTLEMENT
PAID BY ELECTRONIC FUNDS TRANSFER (EFT)**

All personal property claim settlements will be done by the Electronic Funds Transfer (EFT) method. Claim settlement checks will no longer be sent to claimants. It is the claimant's responsibility to ensure that their EFT information is submitted correctly when they submit their personal property claims. Please promptly submit your updated EFT information to the claims office processing your claim.

CLAIMANT'S "ELECTRONIC FUNDS TRANSFER" INFORMATION

1. SSN:		
2. NAME:		
3. ADDRESS:	Street	City, State Zip Code
4. EMAIL ADDRESS:		
5. DAY PHONE NO.:		
6. CHECKING/SAVINGS (please check one): _____ Checking _____ Savings		
7. NAME OF BANK AND ACCOUNT NUMBER:		
8. ROUTING NUMBER (9 digits) _____		
9. CLAIMANT SIGNATURE:		
10. DATE:		

Note: The routing number is a nine digit number identifying your bank. The number is preprinted at the bottom of your checks and on your deposit tickets. Some banks use different routing numbers for EFT. If you are unsure which number is correct, please call your institution to verify your account and routing number prior to completing the information above.

CLAIM FOR LOSS OF OR DAMAGE TO PERSONAL PROPERTY INCIDENT TO SERVICE			
PART I - TO BE COMPLETED BY CLAIMANT (See back for Privacy Act Statement and Instructions.)			
1. NAME OF CLAIMANT (Last, First, Middle Initial)	2. BRANCH OF SERVICE	3. RANK OR GRADE	4. SOCIAL SECURITY NUMBER
5. HOME ADDRESS (Street, City, State and Zip Code)		6. CURRENT MILITARY DUTY ADDRESS (If applicable) (Street, City, State and Zip Code)	
7. HOME TELEPHONE NO. (Include area code)	8. DUTY TELEPHONE NO. (Include area code)	9. AMOUNT CLAIMED	
10. CIRCUMSTANCES OF LOSS OR DAMAGE (Explain in detail. Include date, place, and all relevant facts. Use additional sheets if necessary.)			
11. DID YOU HAVE PRIVATE INSURANCE COVERING YOUR PROPERTY? (If "Yes," say "Yes" on a shipment or quarters claim if you had transit, renter's or homeowner's insurance; say "Yes" on a vehicle claim if you had vehicle insurance. Attach a copy of your policy.)			YES NO
12. HAVE YOU MADE A CLAIM AGAINST YOUR PRIVATE INSURANCE? (If "Yes," attach a copy of your correspondence. If you have insurance covering your loss, you must submit it first and before you submit a claim against the Government.)			YES NO
13. HAS A CARRIER OR WAREHOUSE FIRM INVOLVED AND YOU REPAIRED ANY OF YOUR PROPERTY? (If "Yes," attach a copy of your correspondence with the carrier or warehouse firm.)			YES NO
14. DID ANY OF THE CLAIMED ITEMS BELONG TO THE GOVERNMENT OR TO SOMEONE OTHER THAN YOU OR YOUR FAMILY MEMBER? (If "Yes," indicate this on your "List of Property and Claims Analysis Chart," DD Form 1844.)			YES NO
15. WERE ANY OF THE CLAIMED ITEMS ACQUIRED OR USED FOR SALE, OR ACQUIRED OR USED IN A PRIVATE PROFESSION OR BUSINESS? (If "Yes," indicate this on your "List of Property and Claims Analysis Chart," DD Form 1844.)			YES NO
16. UNDER PENALTY OF LAW, I DECLARE THE FOLLOWING AS PART OF SUBMITTING MY CLAIM: If any missing items are recovered, I will notify the office paying this claim. (For shipment claims.) Missing items were packed by the carrier, they were overpacked prior to shipment but not delivered at destination; after my property was packed, I/my agent checked all rooms in my dwelling to make sure nothing was left behind. I assign to the United States any right or interest I have against a carrier, insurer, or other person for the incident for which I am claiming: I authorize my insurance company to release information concerning my insurance coverage. I authorize the United States to withhold from my pay or accounts for any payments made to me by a carrier, insurer, or other person to the extent I am paid on this claim, and for any payment made on this claim in reliance on information which is determined to be incorrect or untrue. I have not made any other claim against the United States for the incident for which I am claiming. I understand that if any information I provide as part of my claim is false, I can be prosecuted.			
17. SIGNATURE OF CLAIMANT (or designated agent)			18. DATE SIGNED (YYYYMMDD)
PART II - CLAIMS APPROVAL (To be completed by Claims Office)			
19. PROCEDURE (X one)		20. AMOUNT AWARDED. The claim is cognizable and meritorious under 31 U.S.C. 3721: the claimant is a proper claimant; the property is reasonable and useful; the loss has been verified in accordance with applicable procedures as prescribed by the controlling departmental regulation; and the following award is substantiated:	
<input type="checkbox"/> a. SMALL CLAIMS <input type="checkbox"/> b. REGULAR CLAIMS		\$	
21. SIGNATURES (Signatures at a and c not required if small claims procedure is utilized)			
a. CLAIMS EXAMINER	b. DATE SIGNED (YYYYMMDD)	c. REVIEWING AUTHORITY	d. DATE SIGNED (YYYYMMDD)
e. TYPED NAME AND GRADE OF APPROVING AUTHORITY		f. SIGNATURE OF APPROVING AUTHORITY	g. DATE SIGNED (YYYYMMDD)

FILLING OUT THE DD FORM 1842 (HHG and UB)

- BLOCK** Must have the name of the military member or U.S. Government civilian employee.
- BLOCK 2:** Self-explanatory.
- BLOCK 3:** Enter military rank or civilian pay grade.
- BLOCK 4:** Self-explanatory.
- BLOCK 5:** Current place of residence.
- BLOCK 6:** Current military mailing address. If overseas, include complete command name, PSC and Box numbers and FPO/APO Zip Code.
- BLOCK 7:** Local home telephone number (if applicable).
- BLOCK 8:** Duty telephone number; DSN and Commercial.
- BLOCK 9:** Total amount claimed; including all repair estimates and/or replacement costs entered on the DD Form 1844. This amount should match the amount entered in Block 13 of the DD Form 1844.
- BLOCK 10:** Provide a detailed description of your move. Include locations, dates for pick-up and delivery, and any special circumstances. Use additional sheets if necessary.
- BLOCKS 11-15:** Check appropriate boxes.
- BLOCK 17:** Must be signed by claimant. If signed by a designated agent, a copy of the valid power of attorney must be attached.
- BLOCK 18:** Self-explanatory.

CLAIM FOR LOSS OF OR DAMAGE TO PERSONAL PROPERTY INCIDENT TO SERVICE							
PART I - TO BE COMPLETED BY CLAIMANT <i>(See back for Privacy Act Statement and Instructions.)</i>							
1. NAME OF CLAIMANT <i>(Last, First, Middle Initial)</i>	2. BRANCH OF SERVICE	3. RANK OR GRADE	4. SOCIAL SECURITY NUMBER				
5. HOME ADDRESS <i>(Street, City, State and Zip Code)</i>		6. CURRENT MILITARY DUTY ADDRESS <i>(If applicable) (Street, City, State and Zip Code)</i>					
7. HOME TELEPHONE NO. <i>(Include area code)</i>	8. DUTY TELEPHONE NO. <i>(Include area code)</i>	9. AMOUNT CLAIMED					
10. CIRCUMSTANCES OF LOSS OR DAMAGE <i>(Explain in detail. Include date, place, and all relevant facts. Use additional sheets if necessary.)</i>							
11. DID YOU HAVE PRIVATE INSURANCE COVERING YOUR PROPERTY? <i>(E.g., say "Yes" on a shipment or quarters claim if you had transit, renter's or homeowner's insurance; say "Yes" on a vehicle claim if you had vehicle insurance. Attach a copy of your policy.)</i>			<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <th style="width: 50%; padding: 2px;">YES</th> <th style="width: 50%; padding: 2px;">NO</th> </tr> <tr> <td style="height: 20px;"></td> <td style="height: 20px;"></td> </tr> </table>	YES	NO		
YES	NO						
12. HAVE YOU MADE A CLAIM AGAINST YOUR PRIVATE INSURER? <i>(If "Yes," attach a copy of your correspondence. If you have insurance covering your loss, you must submit a demand before you submit a claim against the Government.)</i>			<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; height: 20px;"></td> <td style="width: 50%; height: 20px;"></td> </tr> </table>				
13. HAS A CARRIER OR WAREHOUSE FIRM INVOLVED PAID YOU OR REPAIRED ANY OF YOUR PROPERTY? <i>(If "Yes," attach a copy of your correspondence with the carrier or warehouse firm.)</i>			<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; height: 20px;"></td> <td style="width: 50%; height: 20px;"></td> </tr> </table>				
14. DID ANY OF THE CLAIMED ITEMS BELONG TO THE GOVERNMENT OR TO SOMEONE OTHER THAN YOU OR YOUR FAMILY MEMBER? <i>(If "Yes," indicate this on your "List of Property and Claims Analysis Chart," DD Form 1844.)</i>			<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; height: 20px;"></td> <td style="width: 50%; height: 20px;"></td> </tr> </table>				
15. WERE ANY OF THE CLAIMED ITEMS ACQUIRED OR HELD FOR SALE, OR ACQUIRED OR USED IN A PRIVATE PROFESSION OR BUSINESS? <i>(If "Yes," indicate this on your "List of Property and Claims Analysis Chart," DD Form 1844.)</i>			<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; height: 20px;"></td> <td style="width: 50%; height: 20px;"></td> </tr> </table>				
16. UNDER PENALTY OF LAW, I DECLARE THE FOLLOWING AS PART OF SUBMITTING MY CLAIM: If any missing items for which I am claiming are recovered, I will notify the office paying this claim. (For shipment claims.) Missing items were packed by the carrier; they were owned prior to shipment but not delivered at destination; after my property was packed, I/my agent checked all rooms in my dwelling to make sure nothing was left behind. I assign to the United States any right or interest I have against a carrier, insurer, or other person for the incident for which I am claiming; I authorize my insurance company to release information concerning my insurance coverage. I authorize the United States to withhold from my pay or accounts for any payments made to me by a carrier, insurer, or other person to the extent I am paid on this claim, and for any payment made on this claim in reliance on information which is determined to be incorrect or untrue. I have not made any other claim against the United States for the incident for which I am claiming. I understand that if any information I provide as part of my claim is false, I can be prosecuted.							
17. SIGNATURE OF CLAIMANT <i>(or designated agent)</i>			18. DATE SIGNED (YYYYMMDD)				
PART II - CLAIMS APPROVAL <i>(To be completed by Claims Office)</i>							
19. PROCEDURE <i>(X one)</i> <input type="checkbox"/> a. SMALL CLAIMS <input type="checkbox"/> b. REGULAR CLAIMS		20. AMOUNT AWARDED. The claim is cognizable and meritorious under 31 U.S.C. 3721; the claimant is a proper claimant; the property is reasonable and useful; the loss has been verified in accordance with applicable procedures as prescribed by the controlling departmental regulation; and the following award is substantiated:					
		\$					
21. SIGNATURES <i>(Signatures at a and c not required if small claims procedure is utilized)</i>							
a. CLAIMS EXAMINER	b. DATE SIGNED (YYYYMMDD)	c. REVIEWING AUTHORITY	d. DATE SIGNED (YYYYMMDD)				
e. TYPED NAME AND GRADE OF APPROVING AUTHORITY		f. SIGNATURE OF APPROVING AUTHORITY	g. DATE SIGNED (YYYYMMDD)				

PRIVACY ACT STATEMENT

AUTHORITY: 31 U.S.C. 3721, and EO 9397, November 1943 (SSN).

PRINCIPAL PURPOSE(S): Filing, investigation, processing and settlement of claims for losses incident to service.

ROUTINE USES:

a. Information is principally used to provide a legal basis for the administrative payment of claims against the Government. Information is also used in connection with:

- (1) Recovery from common carriers, warehouse firms, insurers and other third parties.
- (2) Collection from claimants of improper payments or overpayments.
- (3) Investigation of possible fraudulent claims.
- (4) Possible criminal prosecution by the Department of Justice or other agencies if fraud is established.

b. Social Security Numbers are used to assure correct identification of claimants in order to assure payment to the proper claimant and avoid duplication of claims.

DISCLOSURE: Voluntary; however, failure to supply information will cause delay in settlement and may result in denial of a portion or all of the claim.

INSTRUCTIONS TO CLAIMANTS

1. You must submit your claim in writing within two years of the date of the incident giving rise to the claim. This two year time limitation may not be waived.

2. The claimant or an authorized agent must complete and sign Part I of this form, answering all questions. If the claim is signed by an agent (*such as a spouse*) or a survivor of a deceased proper claimant, that person must have a document showing his or her authority to present the claim, such as a power of attorney, etc.

3. If the claim is for property lost or damaged while being shipped or stored pursuant to travel orders, submit copies of your orders and all shipping documents, including your inventory and your "Joint Statement of Loss or Damage at Delivery/Notice of Loss or Damage," DD Forms 1840/1840R. If you notice damage after delivery, you must complete the DD Form 1840R and get it to the Claims Office within 70 days after delivery.

4. You may obtain further information from a Claims Office.

5. You are entitled to claim the following:

a. Reasonable local repair cost, if an item can be economically repaired. (*You may claim small amounts without an estimate. Otherwise, submit an estimate of repair from a repair firm or, if repairs have been completed, your receipt. The claims office may waive this in appropriate cases.*)

b. Reasonable local replacement cost if an item is missing, destroyed, or not economic to repair. (*Replacement costs may be obtained from commercial catalogs or a military exchange. If you cannot find the item in a catalog or the exchange and the cost is more than \$100.00, obtain a statement from a commercial firm for the cost of a similar item. If you have purchase receipts, bring these to the Claims Office as well.*)

c. Reasonable cost of obtaining local estimates of repair, if the cost of such estimates will not be credited if repair work is done. (*Normally, you may not claim appraisal fees.*)

PART III - DENIAL OR SUPPLEMENTAL PAYMENT (To be completed by Claims Office)

<input type="checkbox"/> 23. DENIAL (<i>X if applicable</i>) The claim is not cognizable or meritorious under 31 U.S.C. 3721 and the applicable provisions of the controlling departmental regulation, and is denied.		<input type="checkbox"/> 24. SUPPLEMENTAL PAYMENT (<i>X and complete if applicable</i>) The claim is cognizable and meritorious under 31 U.S.C. 3721, and the following additional award is substantiated: \$	
25. SIGNATURES			
a. CLAIMS EXAMINER	b. DATE SIGNED (YYYYMMDD)	c. REVIEWING AUTHORITY	d. DATE SIGNED (YYYYMMDD)
25. APPROVING/SETTLEMENT AUTHORITY (<i>Settlement Authority is required for denial.</i>)			
a. TYPED NAME	b. GRADE	b. SIGNATURE	c. DATE SIGNED (YYYYMMDD)

1. NAME OF CLAIMANT (Last, First, Middle Initial)				3. PICK-UP DATE (YYYYMMDD)		LIST OF PROPERTY AND CLAIMS ANALYSIS CHART (Items 14 through 31 to be filled out by Claims Office)										
2. CLAIMANT'S INSURANCE COMPANY (If applicable)				4. DELIVERY DATE (YYYYMMDD)		14. ORIGIN CONTRACTOR		17. 2ND CONTRACTOR		21. CLAIM NUMBER		22. NET WT/MAX CAR				
a. NAME				b. POLICY NO.												
5. LINE NO.	6. QTY	7. LOST OR DAMAGED ITEMS (Describe the item fully, including brand name, model and size. List the nature and extent of damage. If missing, state "MISSING.")	8. INV NO.	9. ORIGINAL COST 10. MM/YYYY PURCHASED	11. AMOUNT CLAIMED a. Repair Cost (or) b. Replacement Cost	15. INVENTORY DATE (YYYYMMDD)	16. EXCEPTIONS	18. EXCEPTION SHEET DATE (YYYYMMDD)	19. INV NO.	20. EXCEPTIONS	23. GBL NUMBER	24. LOT NUMBER				
											25. AMOUNT ALLOWED	26. ADJUDICATOR'S REMARKS	27. ITEM WT	28. HOUSE LIABILITY	29. CARRIER LIABILITY	
12. REMARKS				13. TOTAL		\$			30. TOTAL AMOUNT ALLOWED		\$			31. THIRD PARTY LIABILITY		\$

LIST OF REPAIR SHOPS

The repair shops listed below will provide an estimate of repair for specific types of items as indicated. This list is provided to you as an additional service of this office. It is not a recommendation or endorsement of any particular company. A fee is charged for the estimate which may be reimbursed if your claim is approved. **Estimates of repair are required when the repair cost of the item is \$100 or more. Please call the claims office if in doubt about getting a repair estimate.**

WOOD DAMAGE

Schreinerei
Franc Ivancic
Neckarstrasse 30
71686 Remseck-Aldingen
Tel: 07146-91405
Fax: 07146-20260

Rudi Ruehle
Wilhelmstrasse 2
71116 Gaertringen
Tel: 07034-22294
Fax: 07034-26365

**Estimate &
Repair Service**
Wilhelm Kachler
Kleinfeldweg 42
69190 Walldorf
Tel: 06227-382681
Fax: 06227-382682

GARMISCH
M.L. Martignoni
Alpspitzstrasse 47
82491 Grainau
Tel: 08821-82538
Fax: 08821-985474

UPHOLSTERER

Manfred Wahlenmeier
Finkenweg 2
71686 Remseck
Tel: 07146-91405

Ebner Polstereien
Herrenberger Strasse 9
70563 Stuttgart-Vaihingen
Tel: 0711-731-081
Fax: 0711-735-4645

BRASS AND COPPER

Johann Boehm
Buchdrucker Gmbh
Ludwigsburgerstrasse 59
71642 Ludwigsburg
Tel: 07141-53167

COMPUTERS

Mega-Byte
Hauptstaetter Strasse 132
70178 Stuttgart
Tel: 0711-649-2878

Edicta
Karl-Pfaff Strasse 30
70597 Stuttgart-Degerloch
Tel: 0711-763381

TV, STEREO, ELECTRONICS

AAFES Power Zone on
Patch Barracks or
a local Electronics Store

Maerz & Rabe
Uhrmacher-Meisterwerkstatt
Ludwigstrasse 84
70197 Stuttgart
Tel: 0711-613088

Juergen Roth
Repair of old clocks, parts
Pfarrstrasse 1
70794 Filderstadt-Plattenhardt
Tel: 0711-775707

ANTIQUE APPRAISALS

Futterknecht
Höfingerstrasse 8
70499 Stuttgart-Weilimdorf
Tel: 0711-8661465
(only in German)

GLASS

Albrecht Glasreparaturen
Unter dem Birkenkopf 14
70197 Stuttgart (Westbahnhof)
Tel: 0711-649660
Fax: 0711-6496677

Frame Shop
on post



**Office of the Staff Judge Advocate
Stuttgart Law Center
Claims Office**

***ANLEITUNG ZUR ERSTELLUNG EINES KOSTENVORANSCHLAGS –
INSTRUCTIONS FOR PREPARING A REPAIR ESTIMATE***

Dear military member,

Please give this document to the person you chose for doing your repair estimate. It contains important information on how to prepare a repair estimate so that it meets the requirements contained in Army Regulation 27-20 and DA Pam 27-162

Sehr geehrte(r) Kostenvoranschlagsteller(in),

um eine korrekte und faire Bearbeitung der bei uns eingereichten Schadensfälle gewährleisten zu können, bitten wir Sie um Einhaltung der im Folgenden aufgelisteten Richtlinien bei der Erstellung eines Kostenvoranschlags für die Mitglieder der US Streitkräfte.

Sollten klar erkennbare **Altschäden** vorhanden sein (Englisch: pre-existing damage), so führen Sie diese bitte separat bei ihrer Auflistung an. Befindet sich der Altschaden an der gleichen Stelle oder Seite wie der Neuschaden und muß bei der Behebung des Schadens mitrepariert werden, geben Sie bitte an, wieviel Prozent der Reparatur der Altschaden ausmacht.

Bitte geben Sie immer genau **Art, Stelle und Ausmaß** des Schadens an (z. B. Kratzer in Mitte der Esstischplatte, 5cm lang, ½ cm tief). Allgemeine Beschreibungen wie „Macken und Kratzer ausbessern“ sollten vermieden werden

Details, Details, Details! Gehen Sie bei der Beschreibung des Reparaturvorgangs bitte schrittweise vor. Wir wollen genau wissen, welche **Schritte** notwendig sind, um den Schaden zu beheben und wieviel hierbei die Materialkosten und der Arbeitsaufwand ausmachen.

Falls eine **Erneuerung** einzelner Teile zur Reparatur erforderlich ist, führen Sie dies bitte auch separat an. Werden alte, noch vorhandene Teile geflickt oder angeleimt, so sollte auch dies aus Ihrem Kostenvoranschlag klar hervorgehen.

Stellt sich ein Gegenstand als **nicht mehr reparierbar** heraus, fragen Sie bitte nicht den Kunden wieviel er dafür gezahlt hat oder wieviel er denkt, daß der Gegenstand zum jetzigen Zeitpunkt wert sein könnte. Dies führt zu ungenauen Angaben und entspricht nicht unseren Erwartungen. Einschätzungen und Kostenvoranschläge sollten auf Fachwissen basieren oder ganz einfach nicht vorgenommen werden. Das Gleiche gilt für antike Möbel. Eine Klassifizierung von Möbeln als „**antik**“ sollte nur dann vorgenommen werden, wenn ein professionell erstelltes Gutachten (= von einem Sachverständigen für Antiquitäten erstelltes Dokument mit Stempel) oder anderes Beweismaterial vorhanden sind, die dies unterlegen, nicht jedoch weil der Kunde selber den Gegenstand als „antik“ bezeichnet oder weil das Möbelstück ganz offensichtlich ein hohes Alter hat.

Geben Sie auf dem Kostenvoranschlag bitte auch an, ob die Kosten hierfür bei der eigentlichen Auftragsstellung in Abzug gebracht werden. Über den Erhalt der **Kostenvoranschlagskosten** sollte eine separate Quittung erstellt werden, die ebenso wie der Kostenvoranschlag selber, mit Datum, Unterschrift und ggf. Stempel versehen sein sollte.

Der Kostenvoranschlag sollte außerdem Auskunft darüber geben, ob es sich bei dem vorhandenen Schaden um einen **Transportschaden** handelt.

Abschließend noch ein paar allgemeine Dinge: Der Kostenvoranschlag sollte bitte mit **Computer** geschrieben sein und, falls möglich, in **englischer Sprache** verfasst werden.

Wir danken Ihnen für Ihr Verständnis und hoffen weiterhin auf gute Zusammenarbeit.